

Food and Beverage Director



Ozaukee Country Club
10823 North River Road
Mequon, WI 53092
www.ozaukeecc.com

Overview

Ozaukee Country Club is seeking an enthusiastic leader to take ownership of hospitality and service delivery. OCC is a beautiful private club steeped in 100 years of tradition and prides itself on serving some of the finest families in the Milwaukee area. The property features an 18-hole golf course, resort style swimming pool and multiple indoor and outdoor dining venues.

The Food and Beverage Director consistently provides anticipated and enhanced hospitality along with superb dining and other food and beverage experiences for the Club's membership and their guests. This position takes complete ownership of all aspects of F&B related service throughout the club. Alignment with the Executive Chef is very important in this position to ensure collaborative, innovative, harmonious relationships between front- and back-of-house operations.

The Food & Beverage Director reports to the General Manager and works in tandem with other department heads. He/she will also prepare annual department budgets in concert with the General Manager and CFO.

Total Members: 400

Gross Revenue: \$6 million

F&B Revenue: \$1.5 million

Banquet/A la carte: 50/50

Benefits

- Annual Salary Commensurate with Experience
- Annual Performance Bonus
- Holiday Bonus
- Health and Dental Insurance
- Meals
- Paid Time Off
- Matching 401k
- CMAA Membership
- Continuing Education Opportunities
- Free Golf
- Golf Merchandise at Cost

Core Duties

- Hire, train, inspire, reward and coach Servers, Bussers, Banquet Servers, Bartenders, Hosts, Beverage Cart Servers and Food Runners
- Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the Club's operation
- Ensure a positive spirit and healthy work environment exists throughout all club operations, one that is free of safety risks and all forms of employee harassment

- Maintain sufficient staffing levels and schedule appropriately to ensure all areas of service are covered for hours of operation, private banquets and member events
- Work with the Executive Chef, Catering Manager and others to develop P&L statements prior to each event. Produce an event recap along with all appropriate documentation/history, keeping it on file for future use
- Manage inventory, selection and promotion of wine, beer and spirits to ensure the needs of the membership are met with a selection of both value and high-end products
- Oversee the Bar Manager to ensure that all specifications under his/her purview are being met
- Work with the F&B team to organize and market special club events
- Collaborates with the Executive Chef to ensure that menus and specials are clearly communicated to the service team and that servers are well versed in ingredients and preparations.
- Ensure that each employee has been properly trained and empowered to meet and exceed expectations of our members and their guests
- Conduct meetings for each shift to inspect uniforms, assign duties, review featured cocktails/wines/dishes
- Appropriately schedule staff to cover all service areas specific to daily events and hours of operation
- Contribute in planning and execution of various styles of service and events
- Develop relationships with members. Call them by name, remember their preferences and anticipate their needs
- Take pride in providing memorable experiences in a relaxed club atmosphere while executing fine service

Financial Management

- Work jointly with the CFO and General Manager to prepare the annual operating and capital budgets for all food and beverage operations; assist in the management and control of operations to attain the desired results
- Monitor the budget each week/month and direct any corrective action, as necessary, to assure budgeted goals are attained
- Provide input for all clubhouse and service personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines
- Manage and maintain all labor cost payouts within the constraints of the budget, and through close coordination and approval from the General Manager and CFO
- Monitor payroll records to control overtime and maintain labor costs within budgetary guidelines
- Supervise the purchase, receipt, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability

Please email resumes to the attention of:

Will Norem

General Manager

will@ozaukeecc.com